

	Ref #	Hits	Search Text	Time Stamp
SCM	1	S3 18	order adj scheduling adj system	2005/02/18 11:57
SCM	2	S4 667	705/9.ccls.	2005/02/17 14:40
SCM	3	S5 161	S4 and @py<"2001"	2005/02/17 14:40
	4	\$1 3	("6,754,321" "6,721,288" "6,546,425").pn.	2005/02/17 14:43
	5	S2 5	("5943652" "6263315" "5897260" "6389132" "5920846").pn.	2005/02/17 14:44
	6	S8 70	("3914560"   "3963876"   "4017695"   "4092718"   "4132863"   "4212069"   "4277655"   "4467148"   "4670902"   "4766606"   "4799162"   "4922514"   "4937743"   "4961218"   "5052039"   "5086462"   "5099431"   "5122929"   "5177684"   "5218635"   "5241465"   "5255181"   "5255317"   "5295065"   "5325292"   "5416833"   "5491742"   "5528660"   "5588051"   "5615121"   "5640505"   "5644619"   "5687212"   "5751802").PN. OR ("5920846"   "5943652").URPN.	2005/02/17 14:48
	7	S9 5	("5826236"   "5850221"   "5902352"   "5943652").PN. OR ("6323882").URPN.	2005/02/17 14:57

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Ref #	Hits	Search Text	Time Stamp
8 S10	85	("1988634"   "3186111"   "3566370"   "3615901"   "3794982"   "3810102"   "3831608"   "3910281"   "3916909"   "3931821"   "3934226"   "3957389"   "3970408"   "3970996"   "3976253"   "3980086"   "4009719"   "4037984"   "4049002"   "4096864"   "4290114"   "4315309"   "4360345"   "4450076"   "4464122"   "4488322"   "4489387"   "4525885"   "4567318"   "4583524"   "4667292"   "4731725"   "4733354"   "4737912"   "4755868"   "4764806"   "4813013"   "4839822"   "4842394"   "4858126"   "4899758"   "4920514"   "4945476"   "5018067"   "5025374"   "5029081"   "5077666"   "5084819"   "5088037"   "5090648"   "5147186"   "5208748"   "5216603"   "5243531"   "5253164"   "5255358"   "5404292"   "5412804"   "5539869"   "5583758"   "5608898"   "5640501"   "5644778").PN. OR ("5850221").URPN.	2005/02/17 15:16
9 S11	13	S5 and dispatching	2005/02/17 15:16
10 S7	14	configurable adj rules adj engine	2005/02/17 15:18
11 S6	114	S5 and (schedule scheduling reservation appointment booking reserving)	2005/02/17 15:19
12 S12	196649	workforce (optimization schedule scheduling)	2005/02/18 07:55

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	Ref #	Hits	Search Text	Time Stamp
13	S13	25	workforce adj (optimization schedule scheduling)	2005/02/18 07:55
14	S14	22	("5016170"   "5093794"   "5111391"   "5182705"   "5212791"   "5325292"   "5369570"   "5408663"   "5765139"   "5765140"   "5848403"   "5911134"   "5913201"   "5953229"   "5983195"   "6032121"   "6049776"   "6067525"   "6073109"   "6088626").PN. OR ("6415259").URPN.	2005/02/18 08:19
15	S15	0	adaptiv.as.	2005/02/18 08:19
16	S16	0	timevisualizer	2005/02/18 08:29
17	S17	219050	shiftwork management	2005/02/18 08:29
18	S18	0	shiftwork adj management	2005/02/18 08:48
19	S19	0	clickservice	2005/02/18 08:48
20	S20	1	clickschedule	2005/02/18 09:04
21	S21	117	service adj chain	2005/02/18 09:04
22	S22	55	S21 and @py<"2001"	2005/02/18 09:05
23	S23	17	S21 and "705"/.ccls.	2005/02/18 09:08
24	S24	0	let.as.	2005/02/18 10:41

	Ref #	Hits	Search Text	Time Stamp
25	S25	5	("4800029" "5064646" "5922656" "5972854" "6010988").pn.	2005/02/18 10:42
26	S26	142	ILOG	2005/02/18 11:57
27	S27	0	ILOG.ti.	2005/02/18 11:57
28	S28	0	ilog.as.	2005/02/18 11:57
29	S29	33	S26 and @py<"2001"	2005/02/18 11:57
30	S30	32	(US-20010049619-\$ or US-20020010615-\$ or US-20020023157-\$ or US-20020065700-\$ or US-20020199182-\$ or US-20030115088-\$ or US-20040193472-\$).did. or (US-4092718-\$ or US-4922514-\$ or US-4937743-\$ or US-5093794-\$ or US-5111391-\$ or US-5212791-\$ or US-5241465-\$ or US-5325292-\$ or US-5467268-\$ or US-5615121-\$ or US-5623404-\$ or US-5701400-\$ or US-5848395-\$ or US-5913201-\$ or US-5920846-\$ or US-5943652-\$ or US-6047260-\$ or US-6278978-\$ or US-6323882-\$ or US-6380951-\$ or US-6415259-\$ or US-6442515-\$ or US-6578005-\$ or US-6810383-\$ or US-6823315-\$).did.	2005/02/22 12:06
31	S31	7	S30 and score	2005/02/22 12:09

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	Ref #	Hits	Search Text	Time Stamp
32	S32	0	S30 and compare near workers	2005/02/22 12:09
33	S33	0	S30 and compare near (workers resources skills)	2005/02/22 12:09
34	S34	13	S30 and compare	2005/02/22 12:09

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	Document ID	Issue Date	Pages	Title	Current OR
1	US 4092718 A	19780530	11	Computerized dispatching system	701/117
2	US 4922514 A	19900501	14	Method and apparatus for dispatching services	379/29.01
3	US 4937743 A	19900626	24	Method and system for scheduling, monitoring and dynamically managing resources	705/8
4	US 5093794 A	19920303	34	Job scheduling <del>system</del>	700/100
5	US 5111391 A	19920505	27	System and method for making staff schedules as a function of available resources as well as employee skill level, availability and priority	705/9
6	US 5212791 A	19930518	65	Dynamic scheduling	705/29
7	US 5241465 A	19930831	23	Method for determining optimum schedule in computer-aided scheduling system	705/8
8	US 5325292 A	19940628	21	Tour/schedule generation for a force management system	705/9
9	US 5467268 A	19951114	28	Method for resource assignment and scheduling	705/9
10	US 5615121 A	19970325	18	System and method for scheduling service providers to perform customer service requests	705/9

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1	Wendt; Hans J.
2	Bergeron; Lawrence E. et al.
3	Rassman; William R. et al.
4	Howie; George R. et al.
5	Fields; Randall K. et al.
6	Damian; Richard G. et al.
7	Oba; Michiko et al.
8	Crockett; Gary B.
9	Sisley; Elizabeth M. et al.
10	Babayev; Djangir A. et al.

	Document ID	Issue Date	Pages	Title	Current OR
11	US 5623404 A	19970422	26	System and method for producing schedules of resource requests having uncertain durations	705/9
12	US 5701400 A	19971223	113	Method and apparatus for applying if-then-else rules to data sets in a relational data base and generating from the results of application of said rules a database of diagnostics linked to said data sets to aid executive analysis of financial data	706/45
13	US 5848395 A	19981208	6	Appointment booking and scheduling system	705/9
14	US 5913201 A	19990615	15	Method and apparatus for assigning a plurality of work projects	705/9
15	US 5920846 A	19990706	68	Method and system for processing a service request relating to installation, maintenance or repair of telecommunications services provided to a customer premises	705/7
16	US 5943652 A	19990824	27	Resource assignment and scheduling system	705/9
17	US 6047260 A	20000404	27	Intelligent planning and calendaring system with cueing feature and floating tasks	705/9



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11	Collins; John E. et al.
12	Amado; Carlos Armando
13	Edgar; James William Hardie et al.
14	Kocur; George A.
15	Storch; Joan A. et al.
16	Sisley; Elizabeth M. et al.
17	Levinson; Richard J.

	Document ID	Issue Date	Pages	Title	Current OR
18	US 6278978 B1	20010821	7	Agent scheduling system and method having improved post-processing step	705/9
19	US 6323882 B1	20011127	17	Method and systems for a graphical real time flow task scheduler	715/744
20	US 6380951 B1	20020430	50	Prepress workflow method and program	715/736
21	US 6415259 B1	20020702	24	Automatic work progress tracking and optimizing engine for a telecommunications customer care and billing system	705/8
22	US 6442515 B1	20020827	34	Process model generation independent of application mode	703/22
23	US 6578005 B1	20030610	41	Method and apparatus for resource allocation when schedule changes are incorporated in real time	705/8
24	US 6810383 B1	20041026	38	Automated task management and evaluation	705/9
25	US 6823315 B1	20041123	33	Dynamic workforce scheduler	705/9
26	US 20010049619 A1	20011206	11	METHOD AND SYSTEM FOR ALLOCATING SPECIFIC APPOINTMENT TIME WINDOWS IN A SERVICE INDUSTRY	705/9
27	US 20020010615 A1	20020124	28	Methods and systems for scheduling complex work orders for a workforce of mobile service technicians	705/9

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<b>19</b>	Jerome; David H. et al.
<b>20</b>	Petchenquine; Andri P. et al.
<b>21</b>	Wolfinger; Chase et al.
<b>22</b>	Varma; Gadiraju et al.
<b>23</b>	Lesaint; David et al.
<b>24</b>	Loveland; James B.
<b>25</b>	Bucci; Mark E. et al.
<b>26</b>	POWELL, G. EDWARD et al.
<b>27</b>	Jacobs, Simon

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28	US 20020023157 A1	20020221	7	Systems and methods for enhancing connectivity	709/227
29	US 20020065700 A1	20020530	13	METHOD AND SYSTEM FOR ALLOCATING PERSONNEL AND RESOURCES TO EFFICIENTLY COMPLETE DIVERSE WORK ASSIGNMENTS	705/9
30	US 20020199182 A1	20021226	62	Method and apparatus providing convergent solution to end-to end, adaptive business application management	725/1
31	US 20030115088 A1	20030619	13	System and method of routing, scheduling, and monitoring a workforce	705/7
32	US 20040193472 A1	20040930	19	Systems, methods and computer program products for generating at least one shift schedule	705/9

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<b>28</b>	Lo, Edward et al.
<b>29</b>	POWELL, G. EDWARD et al.
<b>30</b>	Whitehead, Susan
<b>31</b>	Thompson, John
<b>32</b>	Ramakrishnan, Vishwanitra S. et al.